



# Health Information and Quality Authority

An tÚdarás Um Fhaisnéis  
agus Cáilíocht Sláinte

## Your Guide to HIQA Inspections



This guide will tell you  
about HIQA inspections in  
your home.

# Who is HIQA?



HIQA is the Health Information and Quality Authority.

Our job is to make health and social care services in Ireland better.

We do this by:

- Developing national standards and guidance to help make the quality of services better.
- Inspecting the homes and services people with a disability live in.



# What is an inspection?

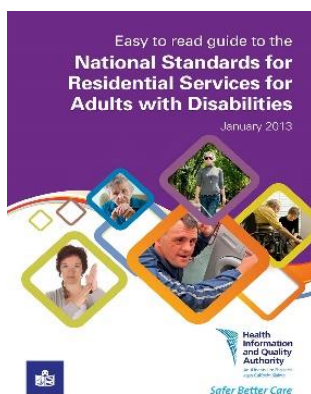


We visit the houses that people with a disability live in.

This is called an inspection.



The law has a set of rules that residential centres for people with a disability need to follow. These are called regulations.



There are also standards which residential services have to meet. The standards explain what a service should be doing to meet your needs.



An inspection helps us find out if you are getting good support. It tells us if your house is following the rules and the standards.

# Types of inspection



For some inspections, you will know we are coming. This is called an announced inspection. For other inspections you will not know we are coming. This is called an unannounced inspection.



For an announced inspection, you and the staff will get a letter before. Posters will be up in your centre and you will be asked to fill out a questionnaire about your house.



For an unannounced inspection, we will knock at the door and it will be a surprise. We do this so that we can check that you get a good service all the time.

# What happens on an inspection?



When visiting your home, a HIQA inspector will:

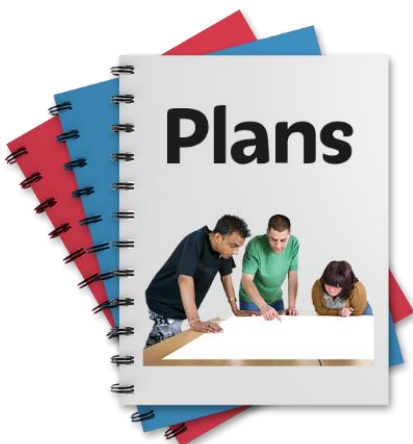
- Meet with you and the staff.



- Look around your house.



- Look at folders with information about the house and the staff.



- Look at your personal plan.



# What happens after an inspection?



After an inspection, we will write a report.

It shows what we saw and found on the inspection.



You will be able to see the report when it is finished.

It will be on the HIQA website, **[www.hiqa.ie](http://www.hiqa.ie)**, or you can ask the person in charge of your house to give you a copy.



If you have any questions, you can talk to your support staff.





# If you want to speak to HIQA

We would love to hear about life in your home, the good or the bad.



We listen to what you have said, and use it to see if any changes are needed.

A hand holding a black pen is positioned over a questionnaire form. The form has a white background and a thin black border. At the top, the word "Questions" is written in bold black text. Below it are two teal speech bubbles, each containing a white question mark. The first question is "1. What do you think about it?". Below the question are three options, each with a checkbox: "Good", "Bad", and "Not sure". The "Not sure" option is checked with a blue checkmark. The hand is holding the pen over the "Not sure" option.

**Questions**

1. What do you think about it?

Good

Bad

Not sure

We send out questionnaires before inspections, so you can tell us about what your life is like.



The questionnaire lets you tell us what you like, and what could be better in your home.

You can do the questionnaire at any time by yourself, or with help from someone.

# Get in touch with HIQA



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